



November 9, 2005

**Durham Local Area Guidance Letter No: 02-2005**

**Subject:** Durham Local Area Workforce Plus Management Information System (MIS) Policy

**Purpose:** To transmit the Workforce Plus Management Information System (MIS) policies for the Durham Local Area.

**Background:** The Workforce Plus MIS contains confidential information about WIA Title I-B customers. To ensure the security of this information the Durham Local Area is instituting a MIS policy. This policy defines requirements for user passwords and gaining access to the system.

**Action:** WIA Service providers are required to adhere to all policies and guidelines set forth in Attachment A.

**Effective Date:** November 9, 2005

**Expiration Date:** Indefinite

**Contact:** James Wragge, Program Operations Manager (919) 560-4965 ext 247

**Distribution:** Durham Local Area WIA Service Providers

A handwritten signature in blue ink, appearing to read "Pat E. Sturdivant", followed by a long horizontal flourish.

Pat E. Sturdivant  
Workforce Development Administrator

Attachment A

## **Durham Local Area Workforce Plus Management Information System (MIS) Policy**

### **1. Request for Access**

The Durham Local Area must submit an access request to the North Carolina Division of Employment and Training (NCDET) to create a new Workforce Plus user profile. Before an access request can be submitted to NCDET, WIA service provider staff must receive Workforce Plus training and demonstrate a minimal level of competency. If a WIA service provider staff member does not demonstrate a minimal level of competency during the hands-on practical exercise then he or she will not be given access to Workforce Plus and the staff member's program manager will be required to conduct supervised retraining, in the Workforce Plus Sandbox, for at least one week. After the week of retraining is complete, the staff member will be provided another opportunity to demonstrate his or her competency in Workforce Plus.

User profiles will be created under the following guidelines:

- WIA service providers that require training for new or existing staff must provide the local area at least two weeks notice, in writing, so training can be scheduled.
- In order for a case manager to receive access to Workforce Plus, the WIA service provider's program manager must request access for the individual and submit a Confidentiality Agreement signed by the program manager and the case manager, to the Durham Local Area super user at least one week prior to training.
- The request for access must also be accompanied with the new staff members job function as defined on pages 8 and 9 of the Workforce Plus User Guide.

### **2. Password Requirements**

Every WIA staff member requiring access to Workforce Plus will be issued a unique logon user name in order to gain access to the Workforce Plus system. Every logon user name will also have an associated password. The password provides verification that only the authorized user may access Workforce Plus using this unique logon user name. It is the responsibility of every WIA staff member to ensure that his or her password remains secret. A strong password policy ensures that all Workforce Plus information remains secure. Passwords are to be used under the following guidelines:

- Passwords must be at least six (6) characters long.
- Passwords must contain both letters and numbers.
- Passwords may not contain your user name.
- Passwords must be changed from the default password within 2 days of receiving your user name and password.
- Passwords must be changed every 180 days. The Durham Local Area Workforce Plus super user will distribute an e-mail every 180 days notifying all WIA staff to change their Workforce Plus password. This means that a user may be required to change his or her password before 180 days. If a WIA staff member does not

change his or her password within 5 business days of receiving the e-mail notification, his or her account will be disabled. The WIA staff member will be required to contact the local area super user to have the password reset.

- Passwords may not be saved on the Workforce Plus login screen.
- Passwords are to be kept private. Exceptions to this policy must be requested in writing to the Durham Local Area super user and must state the reason an exception is required.

This policy is to ensure that customer information contained in the Workforce Plus MIS remains secure. Any violations of this policy without the written authorization of the Durham Local Area Workforce Plus super-user will result in access being revoked.

### **3. Cancellation of access to Workforce Plus**

In order to ensure security of information in the Workforce Plus system it is imperative that when a WIA staff member leaves the program his or her user profile is cancelled to prevent unauthorized access to customer information. The program manager for WIA contractors is responsible for informing the local area super user by e-mail within 3 business days of a WIA staff member terminating employment.

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